



TRANSPORTATION CUSTOMER SERVICE COMPLAINT PROCEDURE (TRN-P016)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process transportation personnel will follow when handling complaints.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Student Transportation Manager
- 2.2 Assistant Student Transportation Manager
- 2.3 Fleet Supervisor
- 2.4 Drivers Supervisor
- 2.5 Operations Department Customer Service Representative

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Operations Officer (COO)

4.0 DEFINITIONS:

- 4.1 None.

5.0 PROCEDURE:

- 5.1 Complaint or concern regarding employee is received by CMCSS Operations Department Customer Service Representative, 931-820-1150. A call will be returned to complainant within 24-48 business hours.
- 5.2 The Customer Service Representative enters the complaint/concern into the CMCSS Customer Service Concern Software/Database Program. Each complaint/concern entered receives an automatically computer generated permanent reference number. All complaint/concern calls on this line will be recorded for historical record and quality control.
- 5.3 Complaints concerning inappropriate behavior (physical assault, sexual misconduct, threatening language) toward a student by the driver or aide are considered high priority and are immediately reported to the Department of Children Services (877-237-0004). The SD card/ hard drive is removed from the recording device on the school bus, if available, and given to the Student Transportation Manager to secure.
 - 5.3.1 Student Transportation Manager, Chief Operations Officer, Human Resources Director and Director of Schools/Designee are notified.
 - 5.3.2 Bus Driver is suspended from contact with students and assigned other duties pending completion of the investigation.
 - 5.3.3 Student Transportation Manager awaits further instruction from Department of Children Services, Human Resources Director, and Director of Schools/Designee.



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- 5.4 Customer Service Representative forwards all concerns to the Fleet Supervisor for review. The Fleet Supervisor will forward to the appropriate team member for investigation.
- 5.5 Routing Concerns i.e. wanting stops moved, times the driver arrives, and missed stops, weather routes, etc. are forwarded to the appropriate Fleet Supervisor to review and then forwarded to the Router for corrections.
- 5.6 Complaints regarding conduct of the employee or students behavior are forwarded to the appropriate supervisor for review and investigation.
- 5.7 The SD/HD card is removed from the recording device on the school bus, and given to the AVS/GPS Technician or the designated supervisor to download onto the server. The SD card will be secured with a DVR log.
- 5.8 The Fleet Supervisor will have access to and may view all complaints/concerns by utilizing the Customer Service Concern Software/Database System.
- 5.9 All Complaints are deemed founded or unfounded.
 - 5.9.1 If complaint is founded, recommendation for appropriate action is made to the Fleet Supervisor following the disciplinary policy and procedure.
 - 5.9.2 Complainant and employee will be notified of findings by the investigating supervisor.
 - 5.9.3 Corrective action is documented on the complaint form and all founded complaints are noted in the employee's file, and stored in the Customer Concern Database.
- 5.9 The appropriate supervisor will close all complaints founded or unfounded in the Customer Service Database.
- 5.10 Customer Service Representative utilizes the tracking and reporting capabilities of the Customer Service Concern Database to track and monitor all founded and unfounded concerns and/or complaints.
- 5.11 All unfounded complaints will be reviewed by the Customer Service Representative and electronically stored in the Customer Service Database.
- 5.12 All founded complaints will be printed by the Customer Service Representative and forwarded to the Student Transportation Department Administrative Assistant for placement in the employee file.
 - 5.12.1 The Student Transportation Manager and/or Assistant Student Transportation Manager reviews all founded complaints regarding employee conduct monthly and any questions or comments are noted on the review form (ref. TRN-F017).
- 5.13 The Drivers Supervisor reviews all complaints prior to completing a performance report for the employee's annual evaluation.

6.0 ASSOCIATED DOCUMENTS:



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6.1 Transportation Complaint Record (electronic)

6.2 Transportation Complaint File Review Form (TRN-F017)

7.0 RECORD RETENTION TABLE:

| <u>Identification</u> | <u>Storage</u> | <u>Retention</u> | <u>Disposition</u> | <u>Protection</u> |
|-----------------------|-----------------------|--|--------------------|-------------------|
| Complaint Log | CMCSS Server | Indefinitely | N/A | CMCSS Server |
| Complaint | Transportation Office | 5 Years After Employee Final Employment Date | Discard as Desired | Secured Building |
| Review Form | Transportation Office | Current and Previous Year | Shred | Secured Building |

8.0 REVISION HISTORY:

| <u>Date:</u> | <u>Rev.</u> | <u>Description of Revision:</u> |
|--------------|-------------|--|
| 8/23/04 | | Initial Release |
| 4/07/05 | A | Add hotline number in 5.1, add videotape information to 5.5 & 5.8, Add COO to 5.5.1, change 1/12 of complaints to all complaints in 5.13.1, Add Transportation Complaint Review form to procedure, revise flowchart |
| 11/08/06 | B | Clarify 5.1, 5.5, 5.5.2, 5.6, 5.8 & 5.16, remove 5.7 (renumber), replace "personnel" with Hotline operator, update flowchart |
| Draft | C | Replace dispatcher with master driver and hotline with customer service, update flowchart. |
| 6/28/11 | D | 5.1 Corrected customer service line to 358-4089 5.2 Changed workbench to Fleet Runner 5.5 Added if available 5.7 Added if available 5.14.1 Added and/or Assistant Transportation Manager |
| 3/30/15 | E | 2.0 update responsibilities. Delete 5.3, 5.4, 5.12.2, and renumber. 5.3 and 5.5 Change videotape to SD card. Update storage requirements. Update flowchart. |
| 4/16/18 | F | Added "Customer Service" to title, deleted "Record" from title; 2.1 added "Student"; 2.5 Added "Operations Department"; 5.1 added "24-48 business"; 5.1 added "or concern", deleted "transportation" and added CMCSS Operations Department"; changed phone number from "358-4089" to "931-820-1150"; 5.2 added "The Customer Service Representative" and deleted Administrative Assistant manually assigns", added "enters", added "/concern into the CMCSS Customer Service Concern software/database program. Each complaint/concern entered receives and automatically computer generated permanent", added "All complaint/concern calls on this line will be recorded for historical records |

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and quality control.”, deleted “and logs in to the Fleet Runner Transportation Complaint Record database then logs into Customer Complaint File.”; 5.3.1 added “Student”; 5.3.3 added “Student”; 5.4 added “student vs. student, student conduct, driver conduct”, added “appropriate”, changed “Fleet Supervisor” to “Lead Driver for investigation.”; 5.6 changed “Administrative Assistant” to “Customer Service Representative”, deleted “and includes”, added “The”, added “has”, deleted “a courtesy copy”; added “access to and may view all complaints/concerns by utilizing the Customer Service Concern software/database system.”; 5.10 changed “onto” to “on”; 5.10.1 deleted “signs and returns”, added “closes the complaint in the Customer Service Concern software/database.”, deleted “to Customer Service Representative”; 5.11 deleted “closes complaint in Customer Service Complaint File.”, added “reviews closed complaints, prints closed complaints, and then files closed complaints in employee files.”; deleted 5.11.1 “Customer Service Representative will forward all documents to the Transportation Department for placement in the employee’s personnel file.”; 5.5 Changed “Fleet Supervisor” to “Lead Driver”; 5.12 deleted “keeps a log on”, added “utilizes the tracking and reporting capabilities of the Customer Service Concern software/database to track or monitor”, deleted “/”, add “and”, deleted “for tracking purposes”; changed “reviews” to “review”; 9.1 revised Flowchart; deleted 6.2 “Electronic Log”; deleted 6.3 “Performance Assessment Procedure”; 5.13 deleted “performance assessment procedure used by the district to evaluate the overall performance of employees requires the evaluator to review all complaint activities in the assessment of employees.”, added “Lead Drivers review all complaints prior to completing a performance report for the employee’s annual evaluation.”; 7.0 Record Retention Table added “5 Years After Employee Final Employment Date” for complaint retention.

7/24/19

- G 2.2 Changed “Senior Fleet Supervisor” to “Assistant Student Transportation Manager”; 2.4 Changed “Lead Drivers” to “Driver Supervisor”; 5.3 Added “Student”; Replaced “5.4 through 5.16” with “5.4 Customer Service Representative forwards all concerns to the Fleet Supervisor for review. The Fleet Supervisor will forward to the appropriate team member for investigation.; 5.5 Routing Concerns i.e. wanting stops moved, times the driver arrives, and missed stops, weather routes, etc. are forwarded to the appropriate Fleet Supervisor to review and then forwarded to the Router for corrections.; 5.6 Complaints regarding conduct of the employee or students behavior are forwarded to the appropriate supervisor for review and investigation.; 5.7 The SD/HD card is removed from the recording device on the school bus, and given to the AVS/GPS Technician or the designated supervisor to download onto the server. The SD card will be secured with a DVR log.; 5.8 The Fleet Supervisor will have access to and may view all complaints/concerns by utilizing the Customer Service Concern Software/Database System.; 5.9 All Complaints are deemed founded or unfounded.; 5.9.1 If complaint is founded, recommendation for appropriate action is made to the Fleet Supervisor following the disciplinary policy and procedure.; 5.9.2 Complainant and employee will be notified of findings by the investigating supervisor.; 5.9.3 Corrective action is



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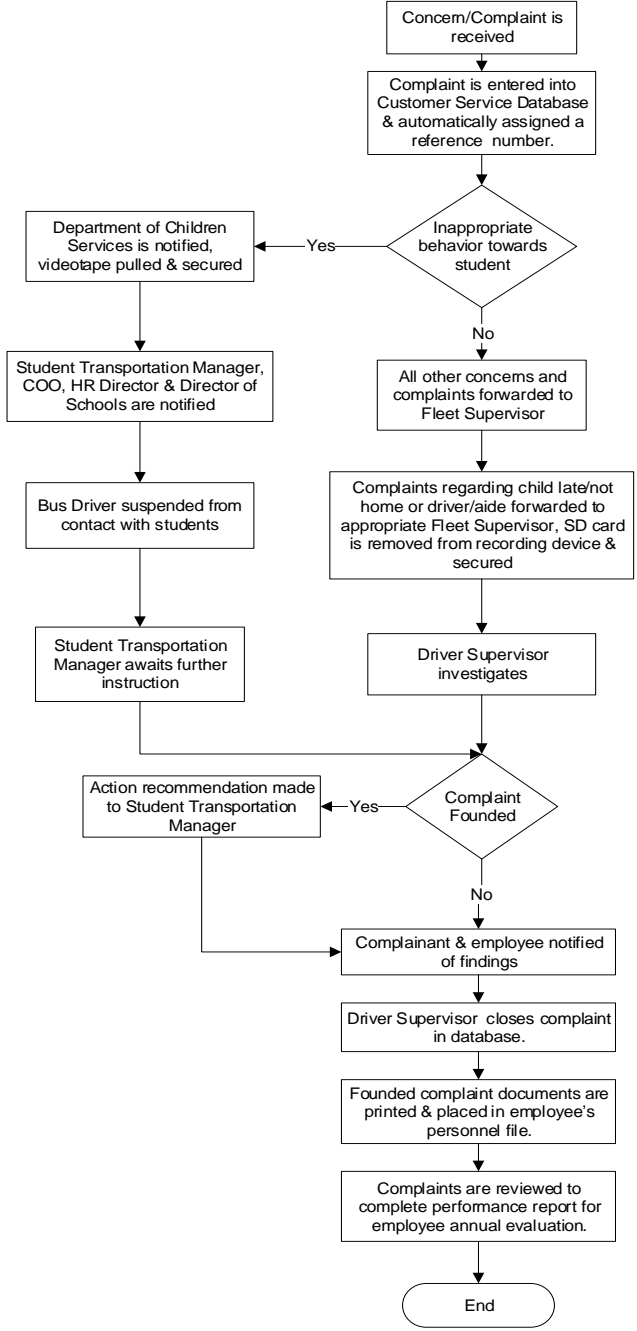
documented on the complaint form and all founded complaints are noted in the employee's file, and stored in the Customer Concern Database.; 5.10 The appropriate supervisor will close all complaints founded or unfounded in the Customer Service Database.; 5.11 Customer Service Representative utilizes the tracking and reporting capabilities of the Customer Service Concern Database to track and monitor all founded and unfounded concerns and/or complaints.; 5.12 All unfounded complaints will be reviewed by the Customer Service Representative and electronically stored in the Customer Service Database.; 5.13 All founded complaints will be printed by the Customer Service Representative and forwarded to the Student Transportation Department Administrative Assistant for placement in the employee file.; 5.13.1 The Student Transportation Manager and/or Assistant Student Transportation Manager reviews all founded complaints regarding employee conduct monthly and any questions or comments are noted on the review form (ref. TRN-F017).; 5.14 The Drivers Supervisor reviews all complaints prior to completing a performance report for the employee's annual evaluation."; 9.0 Updated Flowchart.

9.0 Flowchart

9.1 A flowchart detailing this process can be found below.

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***** End of Procedure *****